Author index

Acar, W. *see* Heintz, T.J.

Bostrom, R.P. *see* Davis, J.

Davis, J. & Bostrom, R.P. The effects of an intrinsically motivating instructional environment on software learning and acceptance, 3

Falkenberg, E.D. *see* Oei, J.L.H.
Flynn, D.J. An empirical study of the validation process within requirements determination, 185
Frost, C.E.B. *see* Sillince, J.A.A.

Grover, V. & Teng, T.C. Facilitating the implementation of customer-based inter-organizational systems: an empirical analysis of innovation and support factors, 61

Haga, W.J. & Zviran, M. Information systems effectiveness: research designs for causal inference, 141
Heintz, T.J. & Acar, W. Causal modelling as a tool for problem framing within a group decision support system: an object-oriented approach, 291
Hughes, R. An exploration of the problems of using function points mark II, 169

Jones, M.R. Going to work on an Apple: factors affecting microcomputer use in business organizations, 237
Jordan, E. Information strategy and organization structure, 253

Kagan, A. *see* Post, G.V.
Klein, H.K. *see* Ngwenyama, O.K.

Lau, K.-Na. *see* Post, G.V.

Mahmood, M.A. Evaluating organizational efficiency resulting from information technology investment: an application of data envelopment analysis, 93

Ngwenyama, O.K. & Klein, H.K. An exploration of expertise of knowledge workers: towards a definition of the universe of discourse for knowledge acquisition, 129

Oei, J.L.H., Proper, H.A. & Falkenberg, E.D. Evolving information systems: meeting the ever-changing environment, 213

Post, G.V., Lau, K.-Na. & Kagan, A. Timing the introduction of information technology, 271
Proper, H.A. *see* Oei, J.L.H.

Reponen, T. Organizational information management strategies, 27

Sillince, J.A.A. & Frost, C.E.B. Rapid adoption of information systems in an organization with poor management: the case of fund-holding in UK primary health care, 45
Stowell, F.A. & West, D. 'Soft' systems thinking and information systems: a framework for client-led design, 117

Teng, T.C. *see* Grover, V.

West, D. *see* Stowell, F.A.

Zviran, M. *see* Haga, W.J.

Keyword Index

alignment, 253
Apple Macintosh, 237

banking, 271

causal mapping, 291
client-led design, 117
configuration models, 253

data envelopment analysis, 93
design process, 185

effectiveness measurement, 141
effectiveness, 141
end-user, 3
evolving information systems, 213
expert systems, 129

function points, 169

generic strategies, 253
GP systems, 45
group decision support systems, 291

human-computer interaction, 3

'ideal-type' mode, 117
implementation success, 61
information, 271
information management, 27
information systems concepts, 213
information systems planning, 27
information systems strategy, 27, 45
information systems, 117, 129
information technology investment, 93
inter-organizational innovation, 61
interface, 3
international, 271

knowledge acquisition, 129

medical information management, 45
meta modelling, 213
method, 185
microcomputers, 237
motivation, 3

object-oriented design, 291
organization structure, 253
organizational innovation, 61
organizational strategic performance, 93

problem framing, 291
productivity assessment, 141
productivity, 141

requirements determination, 185
research design, 141
rivalry, 271

schema evolution, 213
social and organizational factors, 237
soft systems methodology, 117
software cost estimation, 169
software development process, 185
software process model, 185
software productivity measurement, 169
SSADM, 169
strategic information systems planning, 27
strategic information systems, 61

strategic situation analysis, 291
strategy, 253, 271
support factors, 61
survey, 61
systems adoption, 45
systems development, 129

technical factors, 237
temporal information systems, 213
tool, 185
training, 3

user perceptions, 237

validation, 185
validity, 141
valuation, 271